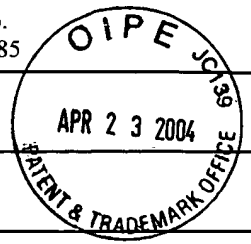


Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P21782	Serial No. 10/058,785
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Philip KORTUM et al	
		Filing Date January 30, 2002	Group 2645

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(W)	4 3 1 0 7 2 7	01/12/82	LAWSER			
	4 6 9 4 4 8 3	09/15/87	CHEUNG			
	4 7 6 1 5 4 2	08/02/88	KUBO et al			
	4 9 2 2 5 1 9	05/01/90	DAUDELIN			
	4 9 6 4 0 7 7	10/16/90	EISEN et al			
	5 1 1 5 5 0 1	05/19/92	KERR			
	5 2 0 4 9 6 8	04/20/93	PARTHASARATHI			
	5 2 0 6 9 0 3	04/27/93	KOHLER et al			
	5 2 6 3 1 6 7	11/16/93	CONNER Jr et al			
	5 2 9 9 2 6 0	03/29/94	SHAO			
	5 3 1 1 4 2 2	05/10/94	LOFTIN et al			
	5 3 2 3 4 5 2	06/21/94	DICKMAN et al			
	5 3 2 7 5 2 9	07/05/94	FULTS et al			
	5 3 3 5 2 6 8	08/02/94	KELLY, JR et al			
	5 3 3 5 2 6 9	08/02/94	STEINLICHT			
	5 3 8 8 1 9 8	02/07/95	LAYMAN et al			
	5 4 2 0 9 7 5	05/30/95	BLADES et al			
	5 4 7 9 4 8 8	12/26/95	LENNIG et al			
	5 4 9 5 5 6 7	02/1996	IIZAWA et al			
(W)	5 5 0 0 7 9 5	03/19/96	POWERS et al			

RECEIVE

APR 26 2004

Technology Center 260

FOREIGN PATENT DOCUMENTS

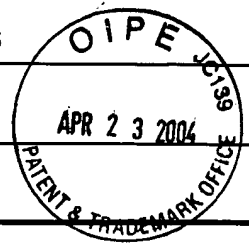
(W)	0 0 / 7 3	9 6 8	02/13/03	W.I.P.O			
(W)	0 3 / 0 1 3	1 1 1	02/13/03	W.I.P.O			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
----------	-----------------

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P21782	Serial No. 10/058,785
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Philip KORTUM et al	
		Filing Date January 30, 2002	Group 2645

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(m)	5 5 1 9	7 7 2	05/21/96	AKMAN et al		
	5 5 3 0	7 4 4	06/25/96	CHARALAMBOUS et al		
	5 5 3 3	1 0 7	07/02/96	IRWIN et al		
	5 5 3 5	3 2 1	07/09/96	MASSARO et al		
	5 5 3 7	4 7 0	07/16/96	LEE et al		
	5 5 5 3	1 1 9	09/1996	MCCALLISTER et al		
	5 5 6 1	7 1 1	10/01/96	MULLER		
	5 5 8 6	0 6 0	12/1996	KUNO et al		
	5 5 8 6	1 7 1	12/1996	MCALLISTER et al		
	5 5 8 6	2 1 9	12/17/96	YUFIK		
	5 5 9 4	7 9 1	01/14/97	SZLAM et al		
	5 6 0 0	7 8 1	02/04/97	ROOT et al		
	5 6 1 5	3 2 3	03/1997	ENGEL et al		
	5 6 5 7	3 8 3	08/12/97	GERBER et al		
	5 6 5 9	7 2 4	08/1997	BORGIDA et al		
	5 5 6 6	2 9 1	10/1996	BOULTON et al		
	5 6 6 8	8 5 6	09/16/97	NISHIMATSU et al		
	5 6 7 5	7 0 7	10/07/97	GORIN et al		
	5 6 8 4	8 7 0	11/1997	MALONEY et al		
	5 6 8 4	8 7 2	11/04/97	FLOCKHART et al		
	5 7 1 0	8 8 4	01/20/98	DEDRICK et al		
	5 7 2 7	9 5 0	03/1998	COOK et al		
(m)	5 7 2 9	6 0 0	03/17/98	BALHA ET AL		

RECEIVED

APR 26 2004

Technology Center 2600

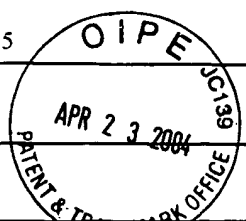
FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P21782	Serial No. 10/058,785	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)			
Applicant Philip KORTUM et al		Filing Date January 30, 2002	

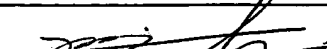
U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(W)	5 7 3 4	7 0 9	03/31/98 DEWITT et al			
	5 7 4 0	5 4 9	04/1998 REILLY et al			
	5 7 5 7	6 4 4	05/26/98 JORGENSEN et al			
	5 7 5 8	2 5 7	05/26/98 HERZ et al			
	5 7 7 1	2 7 6	06/23/98 WOLF			
	5 7 9 3	3 6 8	08/11/98 BEER			
	5 8 0 6	0 6 0	09/1998 BORGIDA et al			
	5 8 0 8	9 0 8	09/15/98 GHABRAMANI			
	5 8 0 9	2 8 2	09/15/98 COOPER et al			
	5 8 1 2	9 7 5	09/22/98 KOMORI et al			
	5 8 1 9	2 2 1	10/06/98 KONDO et al			
	5 8 2 1	9 3 6	10/1998 SHAFFER et al			
	5 8 2 2	7 4 4	10/13/98 KESEL			
	5 8 2 5	8 5 6	10/20/98 PORTER et al			
	5 8 2 5	8 6 9	10/1998 BROOKS et al			
	5 8 3 2	4 2 8	11/03/98 CHOW et al			
	5 8 3 2	4 3 0	11/03/98 LLEIDA et al			
	5 8 4 8	3 9 6	12/1998 GERACE			
	5 8 6 4	6 0 5	01/1999 KESHAV			
(W)	5 8 6 4	8 4 4	10/26/99 JAMES et al			

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
(W) 0 1 2 8 3	9 6 9	05/26/00 UNITED KINGDOM			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER 	DATE CONSIDERED
--	-----------------

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P21782	Serial No. 10/058,785
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Philip KORTUM et al	
		Filing Date January 30, 2002	Group 2645

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(w)	5 8 7 0 3 0 8	02/09/99	DANGELO et al			
	5 8 8 4 0 2 9	03/1999	BRUSH, II et al			
	5 8 9 9 9 9 2	05/04/99	IYER et al			
	5 9 0 3 6 4 1	05/1999	TONISSON			
	5 9 2 3 7 4 5	07/1999	HURD			
	5 9 4 3 4 1 6	08/24/99	GISBY			
	5 9 5 3 4 0 6	09/1999	LARUE et al			
	5 9 9 1 7 3 5	11/1999	GERACE			
	6 0 1 4 6 3 8	01/2002	BURGE et al			
	6 0 1 6 3 3 6	01/18/00	HANSON			
	6 0 4 4 3 5 5	03/2000	CROCKETT et al			
	6 0 5 5 5 4 2	04/25/00	NIELSEN et al			
	6 0 5 8 1 6 3	05/02/00	PATTISON et al			
	6 0 5 8 1 7 9	05/2002	SHAFFER et al			
	6 0 6 1 4 3 3	05/09/00	POLCYN et al			
	6 0 6 7 5 3 8	05/23/00	ZORBA et al			
	6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS			
	6 1 2 8 3 8 0	10/03/00	SHAFFER et al			
	6 1 3 4 3 1 5	10/2000	GALVIN			
(w)	6 1 3 4 5 3 0	10/2000	BUNTING et al			

RECEIVED

APR 26 2004

Technology Center 2600

FOREIGN PATENT DOCUMENTS

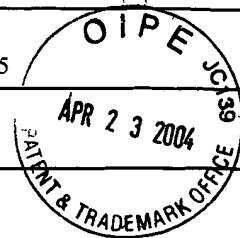
DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
-----------------	------	---------	-------	----------	-----------------------

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
----------	-----------------

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P21782	Serial No. 10/058,785
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Philip KORTUM et al	
		Filing Date January 30, 2002	Group 2645



U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(w)		6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH			
		6 1 6 3 6 0 7	12/19/00	BOGART et al			
		6 1 6 6 7 3 2	12/26/00	MITCHELL et al			
		6 1 7 3 0 5 3	01/09/01	BOGART et al			
		6 2 0 1 9 4 8	03/13/01	COOK et al			
		6 2 1 2 5 0 2	04/03/01	BALL et al			
		6 2 3 6 9 5 5	05/22/01	SUMMERS			
		6 2 3 6 9 9 0	05/2001	GELLER et al			
		6 2 6 9 1 5 3	07/2001	CARPENTER et al			
		6 2 8 2 4 0 4	08/28/01	LINTON			
		6 3 3 0 3 2 6	12/2001	WHITT			
		6 3 4 9 2 9 0	02/19/02	HOROWITZ et al			
		6 3 5 3 6 6 1	03/2002	BAILEY III			
		6 3 8 9 4 0 0	05/14/02	BUSHEY et al			
		6 3 8 9 4 0 3	05/2002	DORAK, Jr			
		6 3 8 9 5 3 8	05/25/02	GRUSE et al			
		6 4 0 5 1 5 9	06/11/02	BUSHEY et al			
		6 4 1 1 6 8 7	06/2002	BOHACEK et al			
		6 4 4 8 9 8 0	09/10/02	KUMAR et al			
		6 5 6 4 1 9 7	05/13/03	SAHAMI et al			
2003	/	0 0 2 6 4 0 9	02/06/03	BUSHEY et al			
2003	/	0 1 5 6 7 0 6	08/21/03	KOEHLER et al			
2002	/	0 1 3 3 3 9 4	09/12/02	BUSHEY et al			

RECEIVED

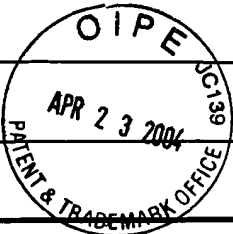
APR 26 2004

Technology Center 2600

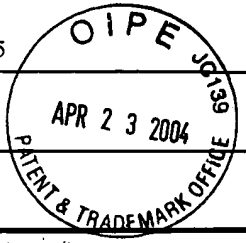
EXAMINER

DATE CONSIDERED

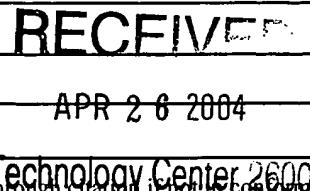
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

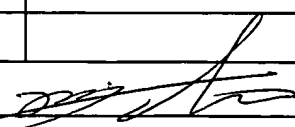
Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P21782	Serial No. 10/058,785	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Philip KORTUM et al		
				Filing Date January 30, 2002		
U.S. PATENT DOCUMENTS						
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
						RECEIVED
FOREIGN PATENT DOCUMENTS						
						APR 26 2004
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)						
(w)	1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000, 4 pages, from DIALOG File 15: ABI/Inform.				
	2	"Call Center Roundup (Buyers Guide)," Teleconnect, Dec. 1998, 10 pages, from DIALOG File 275: Gale Group Computer DB.				
	3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997, 8 pages, from DIALOG File 148: Gale Group Trade & Industry DB.				
	4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994, 7 pages, from DIALOG File 15: ABI/Inform.				
	5	Card, S.K.; Moran, T.P.; and Newell A. (1983). <i>The Psychology of Human-Computer Interaction</i> . Hillsdale, NJ: Lawrence Erlbaum.				
	6	Hart, S.G.; and Staveland, L.E. (1988). <i>Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research</i> . In P.A. Hancock and N. Meshkati (Eds.), <i>Human Mental Workload</i> . (pp. 139-183) Amsterdam: North-Holland.				
	7	John, B.E.; and Kieras, D.E. (1996). Using GOMS for User Interface Design and Evaluation: Which technique? <i>ACM Transactions on Computer-Human Interaction</i> , 3 (4). 287-319.				
	8	Shingledecker, C.A. (1980). Operator Strategy: A Neglected Variable in Workload Assessment. <i>The American Psychological Association, Division 21 Symposium on "Mental Workload Measurement: The Theory Application Interface."</i> Montreal Quebec, Canada: American Psychological Association.				
	9	Wei, Z.G. (1997). <i>Mental Load and Performance at Different Automation Levels</i> . The Netherlands: Delft University.				
		Applicants particularly call the Examiner's attention to pages 28-38 of this document.				
	10	Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental Workload Measurement in a Test and Evaluation Environment. <i>Human Factors</i> , 35 (2), 263-281.				
(w)	11	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html , 1998;				
EXAMINER				DATE CONSIDERED		
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.						

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P21782	Serial No. 10/058,785
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Philip KORTUM et al	
				Filing Date January 30, 2002	Group 2645



OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)					
1	2	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.			
1	3	"PADIS - An Automatic Telephone Switchboard and Directory Information System" by A. Kellner et al. published in <u>Speech Communication</u> , October 1997, together with a list of papers and publications by Andreas Kellner that appears to provide publication date information for articles by Andreas Kellner.			
1	4	"Natural Language Call Routing: A Robust, Self-Organising Approach" by Bob Carpenter & Jennifer Chu-Carroll, Lucent Technologies Bell Laboratories (1998), together with a CiteSeer citation.			
1	5	"Lucent Technologies announces trial of natural language call routing technology for USAA" - a press release dated December 3, 1997.			
1	6	INSPEC abstract of "A Spoken Language Ssystem for Aautomated Call Routing" published 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. Riccardi et al., AT&T Bell Labs.			
1	7	Kobayashi, K. et al., (1988) "Information Presentation based on Individual User Interests", 1998 Second International Conference on Knowledge-Based Intelligent Electronic Systems, 21-23 April 1998, IEEE pp. 375-383.			
1	8	Sgouros, N. et al., (1997), "Dynamic Dramatization of Multimedia Story Presentations", ACM, pp. 87-94.			
1	9	Murtaugh, M., (1996), "The Automatist Storytelling System," Massachusetts Institute of Technology, Masters Thesis.			
2	0	Brooks, K.M., "Do Story Agents Use Rocking Chairs?" The Theory and Implementation of One Model for Computational Narrative, Processings of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces, ACM Press 1996.			
2	1	Maybury, M, Intelligent Multi-Media Interfaces, AAAI/MIT Press, Cambridge, MA 1993, Chapter 5: S.K. FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations".			
2	2	P. Szekely, "Retrospective and Challenges for Model-Based Interface Development", USC Information Sciences Institute, Marina del Ray, CA 1996.			
2	3	C. Stanfill et al., "Toward Memory-Based Reasoning", Communications of the ACM, Vol. 29, No. 12, December 1986.			
2	4	Orwant, J, "Doppelganger Goes to School: Machine Learning for User Modeling", MIT MS Thesis, September 1993.			
2	5	Orwant, J. "For want of a bit the user was lost: Cheap user modeling", IBM Systems Journal, Vol. 35, Nos. 3 & 4, pp. 398-416, 1996.			
2	6	Shardanand, U., "Social Information Filtering for Music Recommendation", MIT MS Thesis, 1994.			
2	7	Maes, P. "Behavior-Based Artificial Intelligence", MIT Media-Laboratory, From Animals to Animats 2, Proceedings of the Second International Conference on Simulation of Adaptive Behavior, 1992.			



EXAMINER 	DATE CONSIDERED
--	-----------------

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.